



# Computer Support Policy

- I. **Purpose:**

Computers, including, but not limited to, installed software, operating systems, storage media and the data maintained on them, that are purchased by the School of Law are the property of the University of South Carolina. These systems are to be used for work related purposes in serving the interests of School of Law students, faculty and staff. This policy was developed to outline the support provided for these computers by the School of Law information technology staff.
- II. **General Support of Primary Office Computers:**
  - A. Computers purchased by the University of South Carolina School of Law as the user's primary office computer will be supported by the School of Law information technology staff.
  - B. Support includes:
    - a. Software installation
    - b. Software troubleshooting
    - c. Hardware setup
    - d. Hardware troubleshooting
    - e. Establishing connectivity to the University of South Carolina network
- III. **General Support of Secondary Computers:**
  - A. Computers purchased by the University of South Carolina School of Law as a user's secondary computer will be minimally supported by the School of Law information technology staff.
  - B. Minimal support of secondary computers will be given a subordinate priority, as it will be provided only as support of law faculty, staff and student primary computers allows.
  - C. Minimal support includes:
    - a. Initial installation of MS Office Suite software
    - b. Initial installation of virus protection software
    - c. Establishing connectivity to the University of South Carolina network
- IV. **General Support Exceptions:**
  - A. Computers not purchased by the University of South Carolina School of Law will not be supported by the School of Law information technology staff.
  - B. Computer models that are not the standard models purchased by the School of Law will not be supported. Standard models for the law school are:
    - a. Dell Latitude and Optiplex computers
    - b. Apple MacBook Pro and iMac computers
  - C. Computer software not approved and purchased by the University of South Carolina School of Law will not be supported by the School of Law information technology staff.



- V. **Related University Policies:**
- A. **UNIV 1.52** - Responsible Use of Data, Technology, and User Credentials
  - B. **UNIV 1.51** - Data and Information Governance
  - C. **IT 3.00** - Information Security